

A MasterClass in “Customer Service Excellence”

(two Days)

Being on par in terms
of price and quality
only gets you into the
game. Service wins
the game.

Tony Allesandra



Nick Bishop Solutions

Customer Excellence is one of the most visible and significant aspects of a customer's perception of any organisation.

It will shape their opinions and will often be the differentiator, even above price alone, when the customer chooses to do business with you...In turn creating a massive impact on your bottom line. Everyone in the organisation has the opportunity to either delight or to lose a customer, but by delivering great service, all individuals can make a positive contribution to overall increased customer satisfaction.

Learning is about four things

- Being "Inspired" and wanting to change
- Accepting what has to change
- Realising why it has to change
- Discovering how to make the change

The learnings will be developed using RAIL (Reflect/Analyse/Implement/Learn). This will give all attendees a simple way of implementing all learnings following the MasterClass.

Two Day MasterClass Programme

The programme has been developed using the human body as key memory points, and in such a way that delegates will be able to relate to the new learnings at any time.

An introduction to Customer Service Excellence

- Defining Customer Service Excellence
- The skills needed
- What needs to be worked on



The Face...How we use all of our senses

- How to improve “Customer Communication”...Using our eyes, ears, mouth and nose

The Backbone

- Getting the right “you”
- You and the team
- An effective CRM strategy

The Heart...The centre of all that we do

- Develop a positive mental attitude and the self- belief needed to be successful in your role
- Understanding “values”
- Doing the right thing

The Body...We communicate in many ways!

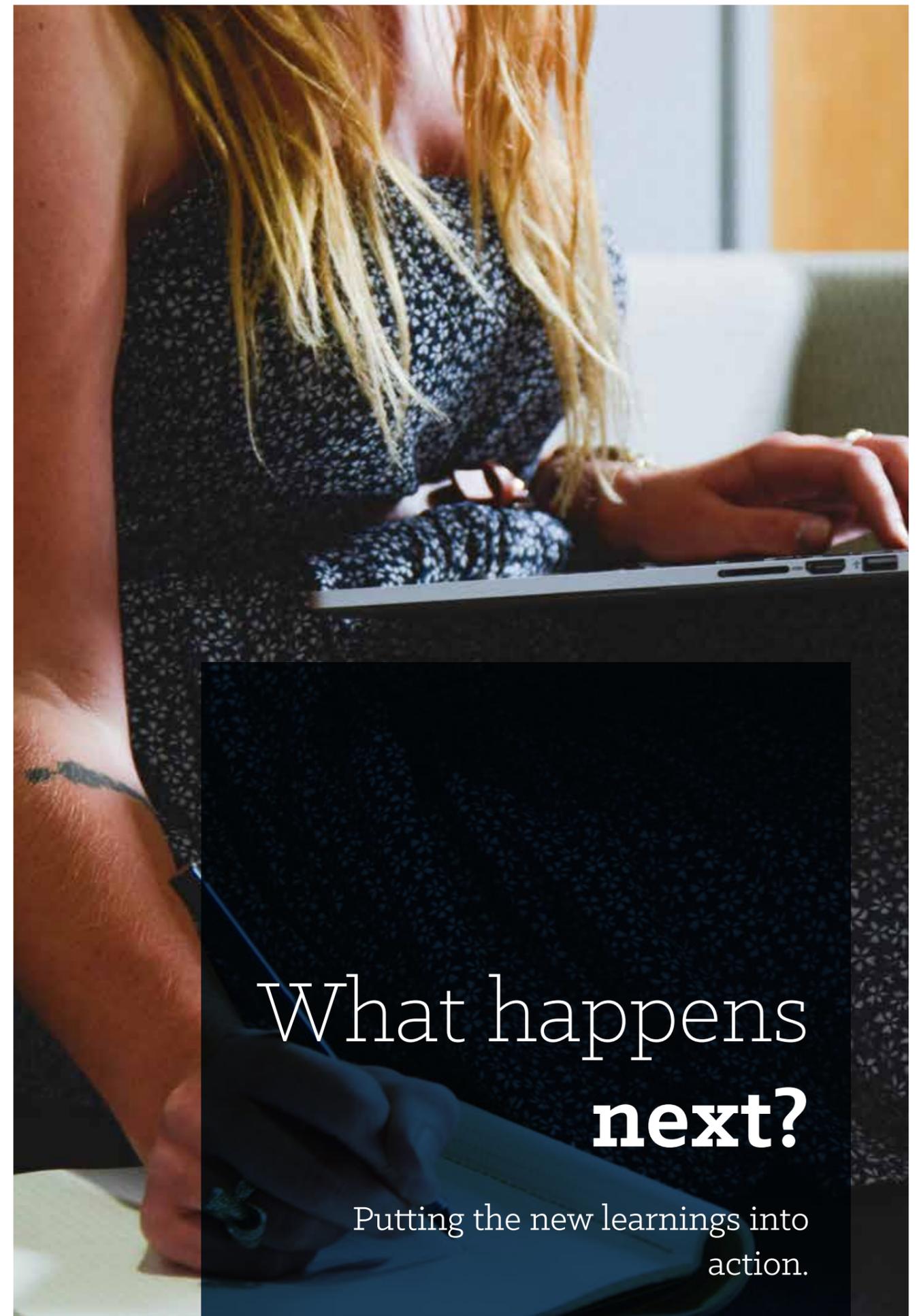
- The different styles of communication
- What we are actually saying!
- Understanding how to become more self-aware

The Hands

- Taking personal responsibility
- An empowered workplace
- Owning complaints

The feet...Making it happen

- What happens next
- Putting it into practice



What happens
next?

Putting the new learnings into
action.

Who should attend this MasterClass?



Anyone who as part of their role, has customer contact, both internally and externally. Delivering Customer Service Excellence should be a pleasure to all. Those that deliver and those who receive. Mastering the skills will benefit staff engagement and the Customer experience.

Meet your MasterClass host



Host & Facilitator: Nick Bishop

“Nick Bishop is brilliant and smart .He knows his work and is a good speaker. I recommend any company to come and listen to him or invite him anytime. He’s the best.”

**AFRICAN MANAGEMENT CORPORATION,
JOHANNESBURG**

After 25 years in the corporate world with leading blue chips, most latterly with HBOS and managing teams of over 200, Nick established his own coaching and performance consultancy in August 2005.

He now consults with a number of organisations both in the UK and globally.

Because of his thorough understanding of what is needed to be a “winner”, Nick has judged at the UK Customer Service Training Awards for the last four years and in 2015 was a Judge at the “WOW Awards” in London.

Nick has been asked to speak at a number of events and conferences including Local Government Forums, Contact Centre bodies, Training Events and Staff Conferences. His rich and engaging style is enjoyed by all.

Investment

£229 per head

£2090 for a team of ten

£2990 for a team of fifteen

“Learning is a treasure that will follow its owner
everywhere.”

Chinese Proverb

Please note these are indicative costs only and are dependent on client requirements, location & venue choice etc. Places will be limited to 15 people to ensure maximum learning for all delegates

For all enquiries, please contact:

Nick Bishop

Telephone: 0161 486 9577

Mobile: 07919 565904

Email: nick@nickbishopsolutions.co.uk



Nick Bishop Solutions